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SUBJECT: TIP: TRAFFICKING IN PERSONS HOTLINE NUMBERS FOR
BOSNIA AND HERZEGOVINA

REF: SECSTATE 85859

¶1. (U) In response to reftel, post provides the following information on TIP hotlines in Bosnia and Herzegovina (BiH). It is worth noting that the situation in BiH is made more complex, both legally and practically, by the existence of the two entities in BiH (the Federation of BiH and the Republika Srpska, or RS). We offer, for this reason, some explanation of the coverage of a number of hotlines/duty phones available to victims of trafficking.

La Strada Hotline

¶2. (U) Six NGOs work to prevent trafficking and to support trafficking victims on a national basis in BiH. One of these six, La Strada BiH, located in Mostar, runs a nation-wide "short number" hotline (similar to the way "911" works in the United States). The number is "1261," and is operational 24/7. La Strada volunteers have been operating this TIP hotline for the past seven years. We suggest that this number be posted for public consumption, to avoid any potential confusion. This hotline, in post's assessment, is the most significant and easily-accessable way for victims to reach out for assistance.

¶3. (U) The hotline is set up in such a way that it can be called from any of the three national telecom operators. This is significant in that it eases an otherwise complex domestic dialing scheme for "short" numbers, which varies according to telecom company. La Strada widely advertises this number: anti-trafficking posters with the number "1261" are displayed at the Sarajevo International Airport, on the La Strada website, and in other locations.

¶4. (U) La Strada also has a duty cell phone, which they advise us is operational 24/7, and is widely disseminated by them. This number is: 061-209-603 (for domestic calls), 387-61-209-603 (international).

"Lara" NGO

¶5. (U) Another anti-TIP NGO, "Lara," is located in Bijeljina (a moderately-sized town in northeast RS) and runs a hotline: 055-251-696 (domestic), 387-55-251-696 (international). Per Mara Radovanovic, Director of Lara, there are three trained operators who receive calls. When not in the office, calls are diverted to the cell phones of these trained operators, who are available 24/7.

"Zene sa Une"

¶6. (U) The NGO "Zene sa Une" (or "Women from Una") in Bihac (Northwest BiH, in the Federation) has a 24/7 duty cell phone available for trafficking victims to call: 061-187-610

(domestic), 387-61-187-610 (international).

National Crime Catchers' Hotline

¶7. (U) Trafficking victims may also make use of the BiH national "Crime Catchers Hotline," which allows for anonymous reporting of any form of crime, and is available 24/7: 080-020-505 (domestic), 387-80-020-505 (international).

Other Telephone Numbers

¶8. (U) "Forum Solidarnosti" which runs shelters in Sarajevo and in Dobož Istok (central Bosnia), has lines set up for victims to call for assistance during normal office hours: 035-726-020 (domestic), 387-35-726-020 (international); or 033-715-235 (domestic), 387-33-715-235 (international).

¶9. (U) The NGO "Medica" in Zenica (larger city in central BiH) has a number for victims to call during the work week: 032-463-512 (domestic), 387-32-463-512 (international).

¶10. (U) The NGO "Zena BiH" (Women of BiH) in Mostar (southern BiH/Herzegovina) previously had a hotline, which is temporarily out of service due to lack of funds. At present, they advise victims to call their office during the work week at: 036-550-339 (domestic), 387-36-550-339 (international).
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